TOP SECRET

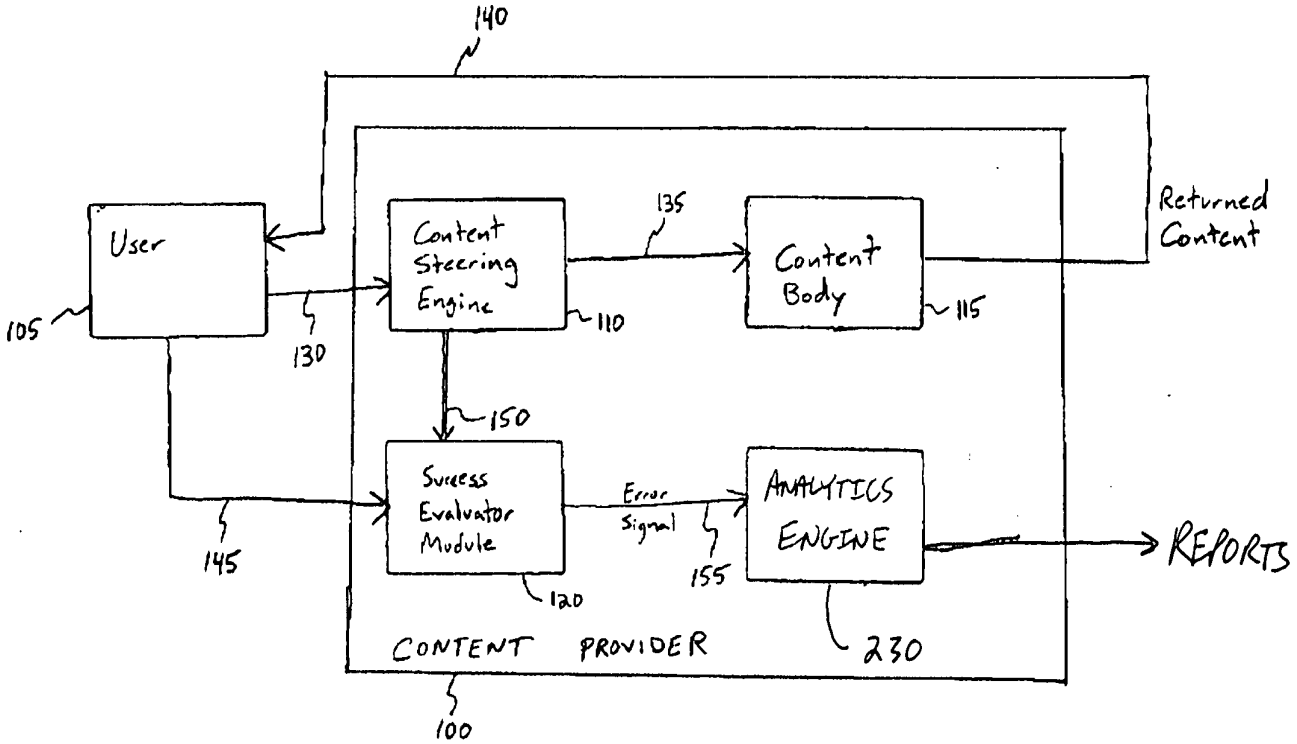

FIG. 1

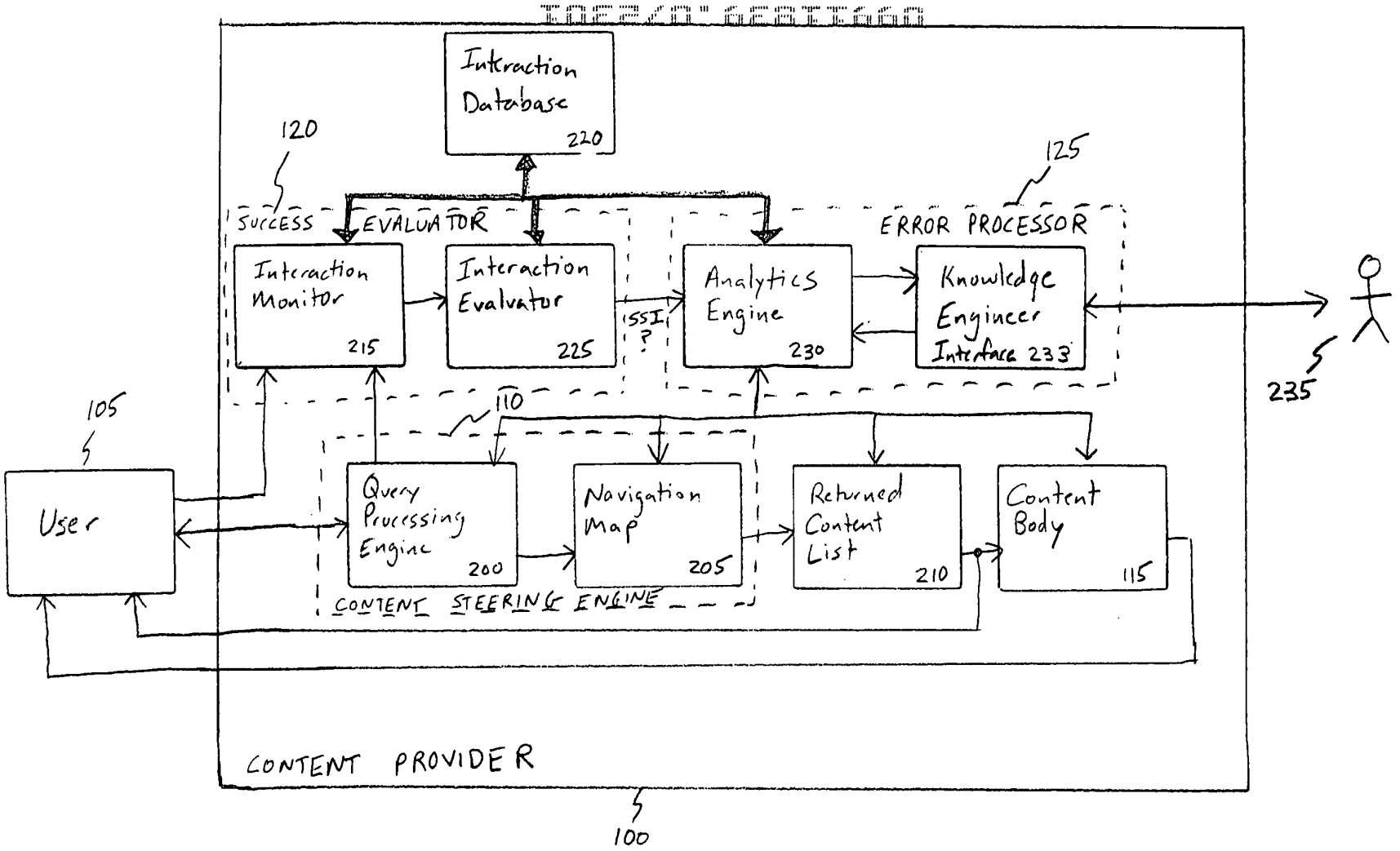
Interaction Database
220
120
125
SUCCESS EVALUATOR
ERROR PROCESSOR
Interaction Monitor
215
Interaction Evaluator
225
ISSI ?
Analytics Engine
230
Knowledge Engineer Interface 233
235
105
110
User
Query Processing Engine
200
Navigation Map
205
Returned Content List
210
Content Body
115
CONTENT STEERING ENGINE
CONTENT PROVIDER
100

FIG. 2

TO220"6887660

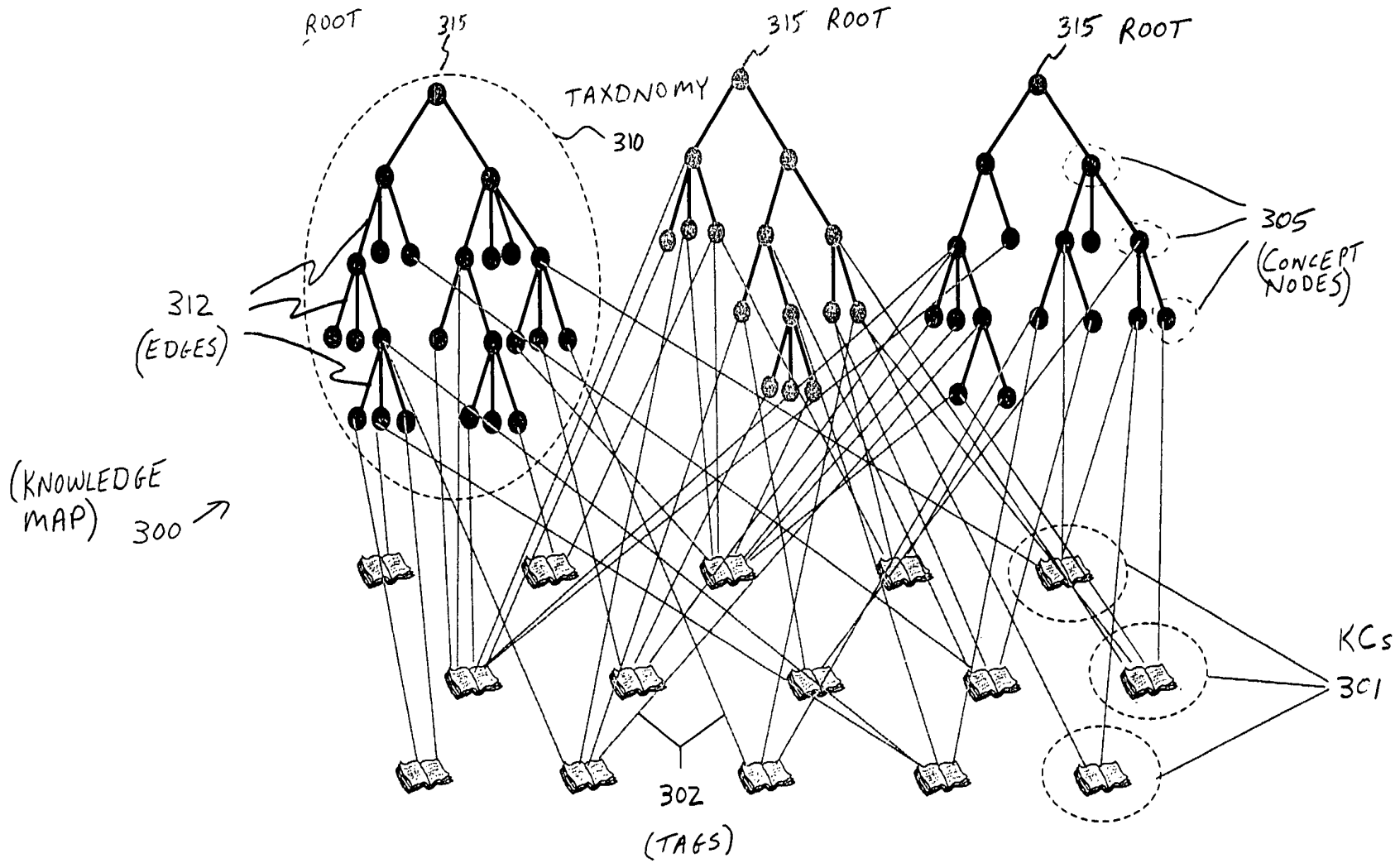

FIG. 3

TOE20 "68T660

A Knowledge Container

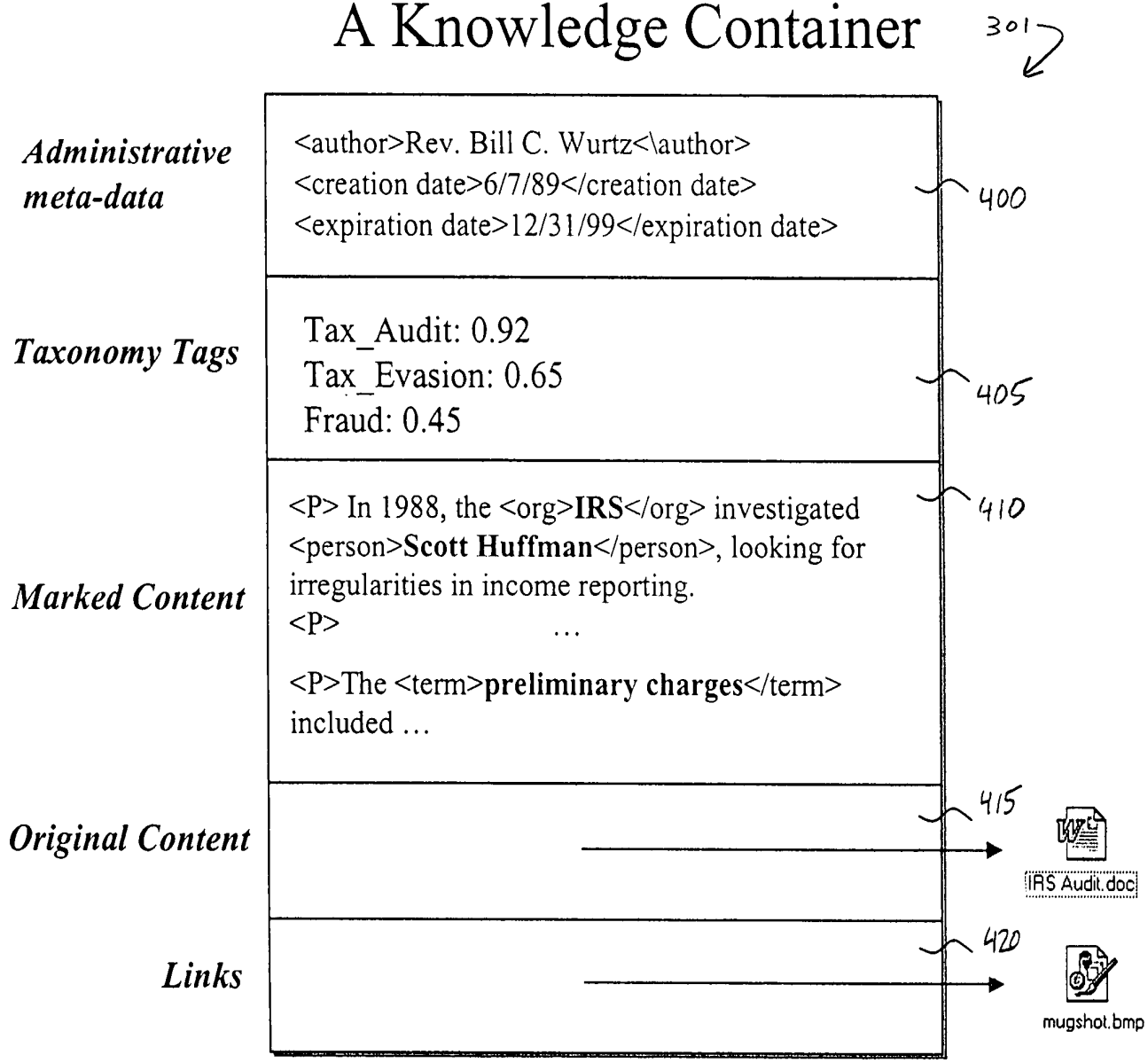

Fig. 4